



Department of Medical Assistance Services
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www.dmas.virginia.gov

MEDICAID PROVIDER MANUAL UPDATE

TO: All Providers of Prosthetic Devices participating in the Virginia Medical Assistance Program, Managed Care Organizations providing services to Virginia Medicaid recipients, and all holders of the *Prosthetic Device* Provider Manual

FROM: Patrick W. Finnerty, Director
Department of Medical Assistance Services (DMAS)

SUBJECT: Update to Second Edition of the *Prosthetic Device* Provider Manual

UPDATE: PD-01-05
DATE: 4/27/2005

The purpose of this memorandum is to notify you of changes to Chapter IV of your *Prosthetic Device* Provider Manual. The attached table shows the changes to the Provider Manual. Please download the new pages to insert into your Provider Manual and retain the attached table.

The amendments to Chapter IV: (i) note that penile prostheses, with the exception of implants, are not covered devices; (ii) provide a more detailed explanation of the Medicare Catastrophic Coverage Act of 1998; (iii) add an "Exhibits" section with copies of the DMAS-4000 and DMAS-4001 forms; and (iv) update language in "Recipient Appeals of Denial of Services" section on page 3 of the manual chapter.

Please review these changes carefully.

ELIGIBILITY AND CLAIMS STATUS INFORMATION

DMAS offers a web-based Internet option to access information regarding Medicaid eligibility, claims status, check status, service limits, prior authorization, and pharmacy prescriber identification information. The website address to use to enroll for access to this system is <http://virginia.fhsc.com>. The MediCall voice response system will provide the same information and can be accessed by calling 800-884-9730 or 800-772-9996. Both options are available at no cost to the provider.

COPIES OF MANUALS

DMAS publishes electronic and printable copies of its Provider Manuals and Medicaid Memoranda on the DMAS website at www.dmas.virginia.gov (*please note the new DMAS website address*). Refer to the Provider Column to find Medicaid and SLH Provider Manuals or click on "Medicaid Memos to Providers" to view Medicaid Memoranda. The Internet is the most efficient means to receive and review current provider information. If you do not have access to the Internet or would like a paper copy of a manual, you can order it by contacting Commonwealth-Martin at 804-780-0076. A fee will be charged for the printing and mailing of the manuals and manual updates requested.

“HELPLINE”

The “HELPLINE” is available Monday through Friday from 8:30 a.m. to 4:30 p.m., except on state holidays, to answer questions. The “HELPLINE” numbers are:

1-804-786-6273	Richmond area and out-of-state long distance
1-800-552-8627	All other areas (in-state, toll-free long distance)

Please remember that the “HELPLINE” is for provider use only. Please have your Medicaid provider identification number available when you call.

Attached Number of Pages: (1)

PROSTHETIC DEVICE PROVIDER MANUAL
REVISION CHART
April 27, 2005

SUMMARY OF REVISIONS

MANUAL SECTION	MATERIAL REVISED	NEW PAGE NUMBER(S)	REVISED PAGE(S)	REVISION DATE
Chapter IV	Entire Chapter		Entire Chapter	4-27-05

FILING INSTRUCTIONS

MANUAL SECTION	DISCARD	INSERT	OTHER INSTRUCTIONS
Chapter IV	Old Chapter	New Chapter	